## AMENDMENTS TO THE CLAIMS

For the convenience of the Examiner, all claims have been presented whether or not an amendment has been made. The claims have been amended as follows:

1.     (Cancelled)

2.     (Cancelled)

3.     (Cancelled)

4.     **(Previously Presented)** A computer-based knowledge management system, comprising:

a client operable to generate a first request, the client associated with a knowledge worker;

a server coupled to the client and operable to receive the first request, the server comprising a knowledge matrix operable to store status information on a plurality of knowledge items associated with the first request, the server operable to generate a second request for the knowledge items if the status information stored in the knowledge matrix indicates the availability of the knowledge items; and

an information source operable, in response to the second request, to communicate information to the server to satisfy the first request;

wherein the knowledge matrix comprises:

a knowledge worker grid operable to identify a plurality of needs associated with the knowledge worker, the knowledge worker grid operable to relate the first request to a selected need;

a process grid operable to identify a process item associated with the selected need; and

a data grid operable to identify a data item associated with the selected need.

5.      **(Previously Presented)** A computer-based knowledge management system, comprising:

a client operable to generate a first request, the client associated with a knowledge worker;

a server coupled to the client and operable to receive the first request, the server comprising a knowledge matrix operable to store status information on a plurality of knowledge items associated with the first request, the server operable to generate a second request for the knowledge items if the status information stored in the knowledge matrix indicates the availability of the knowledge items; and

an information source operable, in response to the second request, to communicate information to the server to satisfy the first request;

wherein the knowledge matrix comprises:

a knowledge worker grid operable to identify a plurality of needs associated with the knowledge worker, the knowledge worker grid operable to relate the first request to a selected need;

a process grid operable to identify a process item associated with the selected need;

a data grid operable to identify a data item associated with the selected need;

a process cycle grid operable to store status information on a step of the identified process item; and

a data cycle grid operable to store status information on an instance of the identified data item.


6.      **(Cancelled)**


7.      **(Cancelled)**


8.      **(Cancelled)**


9.      **(Cancelled)**

10.    **(Previously Presented)** A computer-based knowledge management system, comprising:

a client operable to generate a first request, the client associated with a knowledge worker;

a server coupled to the client and operable to receive the first request, the server comprising a knowledge matrix operable to store status information on a plurality of knowledge items associated with the first request, the server operable to generate a second request for the knowledge items if the status information stored in the knowledge matrix indicates the availability of the knowledge items;

an information source operable, in response to the second request, to communicate information to the server to satisfy the first request; and

a watch module operable to generate access statistics in response to a knowledge management session between the client and the server, the watch module further operable to modify a personal profile of the knowledge worker in response to the access statistics.

11.    **(Cancelled)**

12.    **(Cancelled)**

13.    (Currently Amended) An apparatus for serving a knowledge worker, comprising:

a ~~knowledge matrix~~ **memory** operable to store status information on a plurality of knowledge items associated with a first request; and

a **processor** control module coupled to the ~~knowledge matrix~~ **memory** and operable to receive the first request from a client associated with the knowledge worker, the **processor** control module further operable to generate a second request for the knowledge items if the status information stored in the ~~knowledge matrix~~ **memory** indicates the availability of the knowledge items, the **processor** control module further operable to receive information in response to the second request;

wherein the ~~knowledge matrix~~ **memory** comprises:

a knowledge worker grid operable to identify a plurality of needs associated with the knowledge worker, the knowledge worker grid operable to relate the first request to a selected need;

a process grid operable to identify a process item associated with the selected need; and

a data grid operable to identify a data item associated with the selected need.

14.    **(Currently Amended)** An apparatus for serving a knowledge worker, comprising:

a ~~knowledge matrix~~ **memory** operable to store status information on a plurality of knowledge items associated with a first request; and

a **processor** control module coupled to the ~~knowledge matrix~~ **memory** and operable to receive the first request from a client associated with the knowledge worker, the **processor** control module further operable to generate a second request for the knowledge items if the status information stored in the ~~knowledge matrix~~ **memory** indicates the availability of the knowledge items, the **processor** control module further operable to receive information in response to the second request;

wherein the ~~knowledge matrix~~ **memory** comprises:

a knowledge worker grid operable to identify a plurality of needs associated with the knowledge worker, the knowledge worker grid operable to relate the first request to a selected need;

a process grid operable to identify a process item associated with the selected need;

a data grid operable to identify a data item associated with the selected need;

a process cycle grid operable to store status information on a step of the identified process item; and

a data cycle grid operable to store status information on an instance of the identified data item.
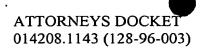
15.    **(Cancelled)**

16.    **(Currently Amended)** An apparatus for serving a knowledge worker, comprising:

a ~~knowledge matrix~~ **memory** operable to store status information on a plurality of knowledge items associated with a first request;

a **processor** control module coupled to the ~~knowledge matrix~~ **memory** and operable to receive the first request from a client associated with the knowledge worker, the **processor** control module further operable to generate a second request for the knowledge items if the status information stored in the ~~knowledge matrix~~ **memory** indicates the availability of the knowledge items, the **processor** control module further operable to receive information in response to the second request; and

a **processor** watch module coupled to the **processor** control module, the **processor** watch module operable to generate access statistics in response to a knowledge management session between the knowledge worker and the apparatus, the watch module further operable to modify a personal profile of the knowledge worker in response to the access statistics.

17.    **(Cancelled)**

18.    **(Cancelled)**

19.    **(Cancelled)**

20.    (**Currently Amended**) A method for serving a knowledge worker, comprising:

receiving a first **computerized** request from a client associated with the knowledge worker;

retrieving, from a knowledge matrix **stored in memory**, status information on a knowledge item associated with the first request;

generating a second **computerized** request for the knowledge item if the status information received from the knowledge matrix indicates the availability of the knowledge item; and

receiving information related to the knowledge item in response to the second request;

wherein retrieving comprises:

relating the first request to a selected one of a plurality of needs associated with the knowledge worker;

retrieving a process item associated with the selected need; and

retrieving a data item associated with the selected need.

21.     **(Currently Amended)** A method for serving a knowledge worker, comprising:

receiving a first **computerized** request from a client associated with the knowledge worker;

retrieving, from a knowledge matrix **stored in memory**, status information on a knowledge item associated with the first request;

generating a second **computerized** request for the knowledge item if the status information received from the knowledge matrix indicates the availability of the knowledge item; and

receiving information related to the knowledge item in response to the second request;

wherein retrieving comprises:

relating the first request to a selected one of a plurality of needs associated with the knowledge worker;

retrieving a process item associated with the selected need;

retrieving a data item associated with the selected need;

retrieving status information on a step of the identified process item; and

retrieving status information on an instance of the identified data item.


22.     **(Cancelled)**


23.     **(Cancelled)**


24.     **(Cancelled)**

25.    **(Currently Amended)** A method for serving a knowledge worker, comprising:

receiving a first **computerized** request from a client associated with the knowledge worker;

retrieving, from a knowledge matrix **stored in memory**, status information on a knowledge item associated with the first request;

generating a second **computerized** request for the knowledge item if the status information received from the knowledge. matrix indicates the availability of the knowledge item;

receiving information related to the knowledge item in response to the second request; ~~and~~

generating access statistics associated with the knowledge worker in response to a knowledge management session conducted by the client; and

modifying a personal profile of the knowledge worker in response to the access statistics.

26.    **(Cancelled)**

27.    **(Cancelled)**

28.    **(Cancelled)**